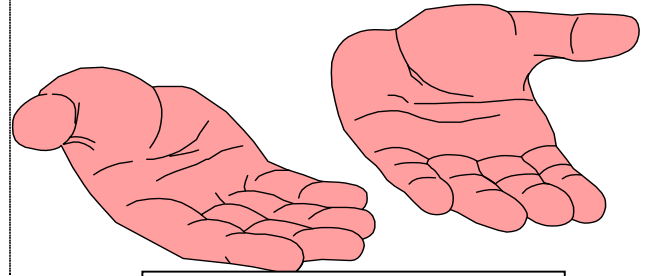


***Title IV Delivery  
Customer Service Contact Center***

**The Helping Hands**



***How can we help you?***

**Team Roster**

Michaelyn Milidantri – Chief  
Colleen Kennedy- Web Manager  
Lois Curtis, MIS Manager  
Adrienne Jasper, Secretary

Thurman McClain- Team Lead  
Carol Cammon  
Stephanie Deas  
Mary Hubbard  
Kwame Lawson  
Veda Montgomery  
Mattie Oesby  
Lori Rehfeldt  
Marcello Rojzman  
Margarita Melendez

Janice Faucett – Team Leader  
Vicki Adkins  
Renee Barnes  
Wayne Booth  
Nancy Cain  
Dee Carter  
Jennifer Hatton  
Patricia Lyles  
Sarenia Newsom  
Lloyd Nicholson  
Pamela Scott

**Performance Score**

**FSA Enterprise**

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

**Team Results**

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
<b>CUSTOMER SATISFACTION</b>	<b>ACSI</b>	<b>81</b>	<b>82</b>			
	<b>Other survey</b>					
<b>EMPLOYEE SATISFACTION</b>		<b>4.13</b>	<b>4.16</b>			
<b>UNIT COST TARGET (Budgeted)</b>	<b>Your Contribution</b>		<b>\$2.53</b>			
	<b>Other</b>					

## Contributions

## Status

1. In order to help schools keep abreast of what documents, directives and information are being posted to our Title IV Information for Financial Aid Professionals (IFAP) website, we want to work on increasing the number of FAAs by 50% who are using the IFAP subscribe features. Current volume as of 8/31/01 = 1,008. Enrolling in 'subscribe' enables the FAA (or staff members) to get a 48 hour or weekly email listing all documents that were posted during that period.. We will review the number of active users on or about the 8<sup>th</sup> of each month. All Customer Service Representatives will be responsible for getting the word out to folks who call into our center. Marcello Rojzman will obtain this number each month from the Accenture report and provide it to Michaelyn Milidantri and Lois Curtis. Lois will track our progress by updating a line graph each month and Michaelyn will report it back to the CSCC staff. This new routine should allow FAAs to be better informed and will improve customer satisfaction. It may ultimately cut down on the volume of calls received. (CSRs need refresher training and script.) Completion date – end of FY 02.
2. One of the common complaints received is, "It takes too long to get an answer to a question." All CSRs will reestablish our commitment to ensuring that all inquiries are answered within 3 days and will follow up on inquiries that need further research.
  - We may also implement some additional screening procedures to insure that inquiries are routed to the best place.
  - We will implement some weekly or twice weekly brainstorming centers where staff can mentor and assist each other with inquiries.
  - The team leaders (T. McClain and J. Faucett) will review the number of outstanding emails on a weekly basis and will ensure that the number of

aging inquiries that remain open and unanswered is reduced

Ultimately this will improve customer satisfaction. Consequently there could be a reduction in the number of complaints and a possible increase in the number of 'kudos.' A cost savings may be realized as a result of the FAA not having to call back or shop around for an answer.

\* Note, incoming calls do not fall into this specific task, due to the sheer volume received and the manual intervention needed to track all calls. This tracking will, however, be accomplished under Consistent Answers. We will nevertheless strive to provide excellent customer service to our phone customers.

Completion date – FY 02

3. One of the findings from the ASCI poll was that FAAs still do not know whom to call when they have a question about our programs. In an effort to improve in this area, we have implemented a multi-prong attack:
  - Ensure that each document posted to IFAP has information, which clearly indicates who to call for questions about that particular document. IFAP team and Colleen Kennedy have the lead.
  - At each presentation/conference, provide information about the CSCC and the services we provide. Any CSCC staff person giving presentations will be responsible for this.
  - Update our CSCC brochure to be used as a handout at conferences or to be included in the origination package for new institutions. The result should be a reduction in the number of complaints about not knowing whom to call. A cost savings may be realized as a result of the FAA not having to call back or shop around for an answer. Michaelyn Milidantri will take the lead on this.
  - Continue bi-weekly conference calls with other call centers to develop a better working relationship and bring them into this delima and elicit their assistance in this regard.

- We will let people know that they can use the Portal/IFAP feedback button to report their good or bad experiences. We should notice an increase in the ASCI customer service scores. Completion date – end of FY 02.